

# Client Rights Office

Department of Health and Family Services  
Division of Disability and Elder Services

<http://dhfs.wisconsin.gov/clientrights/index.htm>

## *Community Programs Training 2004/2005*

### ROLE OF THE CLIENT RIGHTS SPECIALIST

**“Written Policies.** A program shall have written policies which provide that...

- (d) Staff who act as client rights specialists, or private individuals with whom the program contracts for this service, are **trained** in the procedures required by this subchapter, **techniques for resolution** of concerns and grievances and the applicable provisions of ch. 51, Stats., ch. HFS 92 and this chapter.

HFS 94.40(3), Wis. Admin. Code (emphasis added)

**“Clients Rights Specialist.**

- (a) Each program or coalition of programs shall designate **one or more** persons to act as client rights specialists.
- (b) The client rights specialist may be an employee of the program or of one of the programs in a coalition or may be a person under contract to a program or to a coalition of programs.
- (c) The client rights specialist assigned to conduct a program level review under s. HFS 94.41 **shall not have any involvement** in the conditions or activities forming the basis of the client's grievance, or have **any other substantial interest** in those matters arising from his or her relationship to the program or the client, other than employment...”

HFS 94.40(3), Wis. Admin. Code (emphasis added)

CRS role(s) include any and all of the following:

- |                    |                      |                           |
|--------------------|----------------------|---------------------------|
| • Rights advocate  | • Problem solver     | • Policy writer           |
| • Educator/trainer | • Compliance monitor | • Policy reviewer         |
| • Rights expert    | • Evidence evaluator | • Truth finder            |
| • Mediator         | • Objective listener | • Credibility assessor    |
| • Spokesperson     | • Risk manager       | • Meeting participant     |
| • Investigator     | • Legal researcher   | • Jack/Jill of all trades |

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